

In the specification:

On page 5, lines 1-15, change the paragraphs to read as follows:

Included within the memory 38 may be a number of scripts 60, 71 [[62]] (FIG. 3). A first script 60 may be provided for a first type of customer 12. A second script 71 [[62]] may be provided for another type of customer 14.

Further, even for a single script, a first set of paragraphs 62, 64 may follow a first story line. An auxiliary set of scripts (e.g., 66, 68, 70) may be provided for optional story lines. As shown in Fig.3, the second script 71 and corresponding first set of paragraphs 72, 74, and an auxiliary set of scripts (e.g. 76, 78, 80) may similarly be provided. The auxiliary set of scripts 66, 68, 70 may be provided to allow an agent 20, 26 to respond to any of a number of situations involving optional customer reactions and concerns. Moreover, each auxiliary script may be associated with an expected customer response (ER) which may trigger use of the auxiliary script 66, 68, 70.

On page 9, lines 16-21, change the paragraph to read as follows:

Similarly, the weight values given to the key words of the weighted information content may be summed. An [[A]] objective difference value may be determined by subtracting the sum of the weighted key words of the located material from the sum of the weighted, recognized key words of the conversation.

On page 11, line 20 to page 12, line 4, change the paragraph to read as follows:

For example, the agents 20, 26 would typically enter sales orders through their assigned terminals 24, 30. A performance processor 49 may compare ~~compares~~ sales totals among all agents 20, 26 and select the most successful agent. Alternatively, the performance processor 49 may compare sales totals with a sales threshold and select each agent with a sales total above a threshold value. In each case, the performance processor 49 may then compare the script presented to the selected agent with the recognized words (and pitch and word rate) used by the agent during his presentation to detect any differences. Where it is determined that the selected agent 20, 26 is consistently successful, the detected differences may be incorporated into script presented to all of the agents 20, 26. In order to incorporate subtleties such as pitch and word

rate, parenthetical instructions may be inserted into the text to prompt the agent 20, 26 to follow successful techniques used by others.

On page 12, lines 12-22, change the paragraph to read as follows:

As above, the scripting system 10 follows the conversation by analyzing the comments from customer 12, 14 and from the synthesizer 41. The information content processor 48 forms an objective measure of the information content. The comparator 36 forms an objective difference value for any information located which conforms to the threaded path of the conversation. Where the objective difference value exceeds the threshold, the located script is transferred to the synthesizer 41 for oral presentation to the customer ~~customer~~ 12, 14.

On page 12, line 23 to page 13, line 2, change the paragraph to read as follows:

A specific embodiment of a method and apparatus for [[a]] creating scripts by translating agent/customer conversations according to the present invention has been described for the purpose of illustrating the manner in which the invention is made and used. It should be understood that the implementation of other variations and modifications of the invention and its various aspects will be apparent to one skilled in the art, and that the invention is not limited by the specific embodiments described. Therefore, it is contemplated to cover the present invention and any and all modifications, variations, or equivalents that fall within the true spirit and scope of the basic underlying principles disclosed and claimed herein.